



Atlassian

Agile & DevOps



CAIO BAILONI • ENTERPRISE SOLUTIONS ENGINEER

Agenda

Atlassian overview

Challenges

Atlassian Platform

Atlassian, in a snapshot



Founded in
2002 in Sydney

12 offices
worldwide

5,000+
marketplace apps

~40% of revenue
invested in R&D

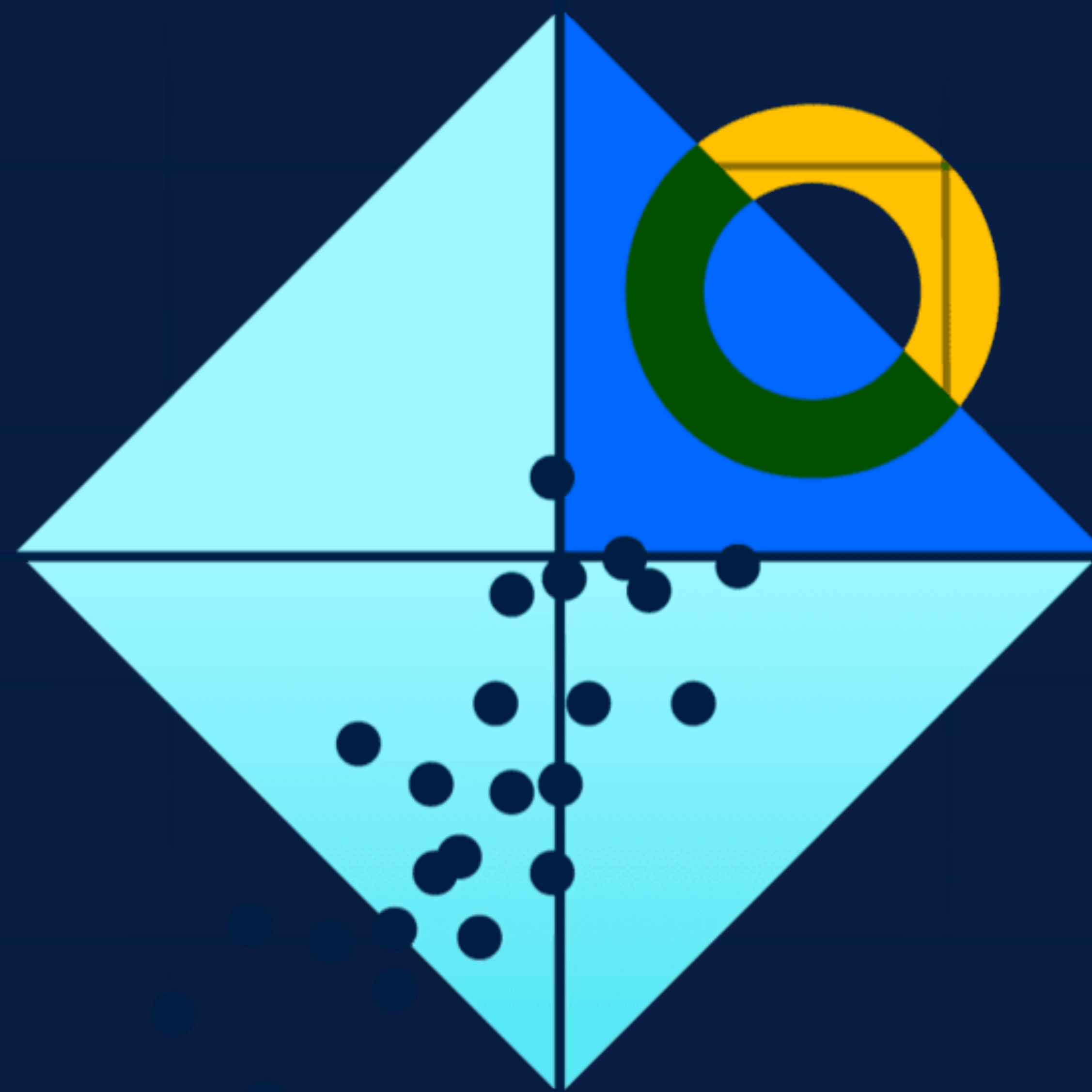
8,000+
employees

700+
partners

250K+
customers

Used in **190+**
countries

Recognized as **the only leader** across all three most recent Gartner Magic Quadrants: DevOps, ITSM, and Enterprise Agile Planning



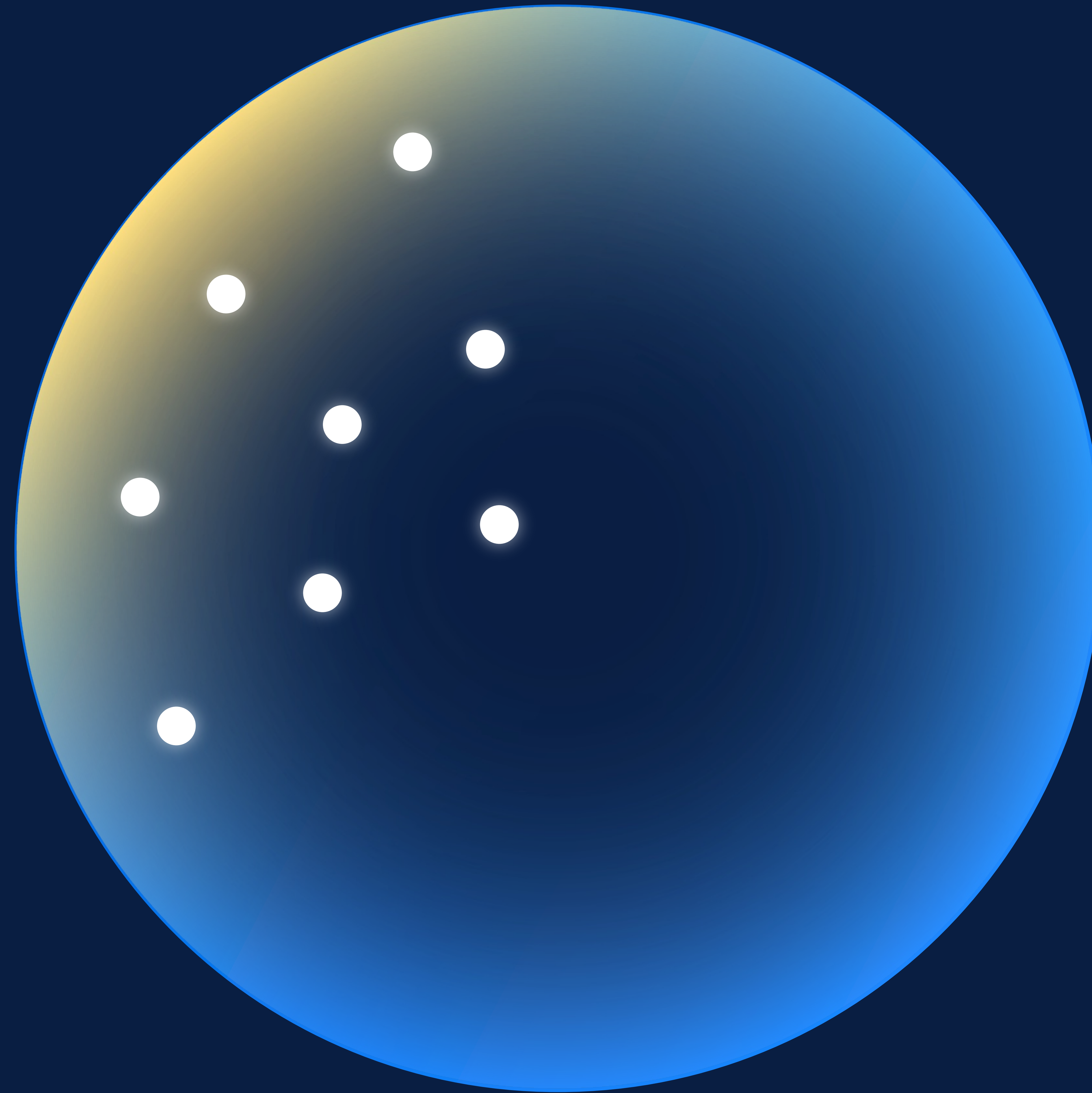
Gartner Magic Quadrant for DevOps Platforms, 2023

Gartner Magic Quadrant for ITSM Tools, 2023

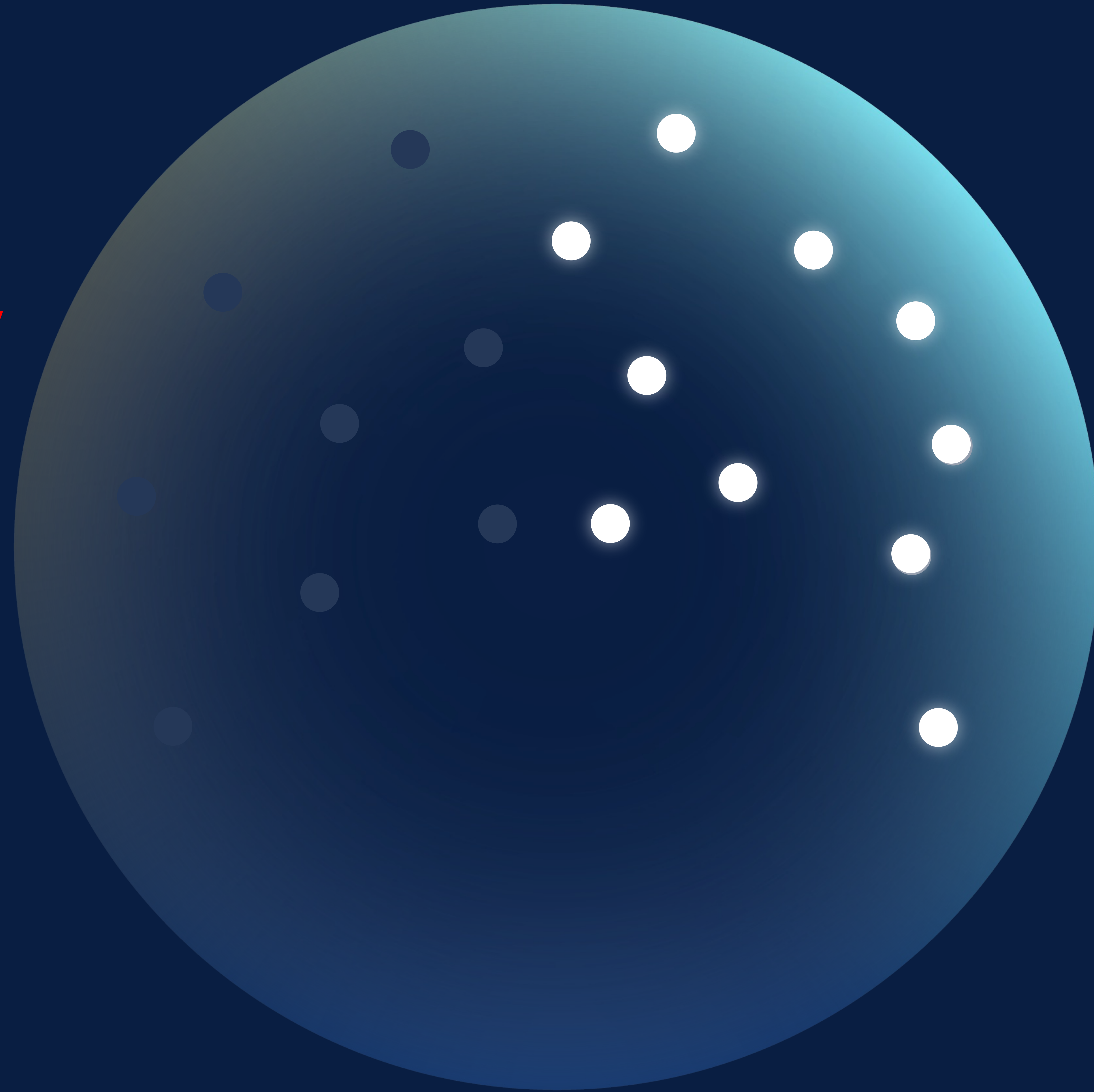
Gartner Magic Quadrant for Enterprise Agile Planning Tools, 2022

**Every company can be a
world-class
software company**

Transparency



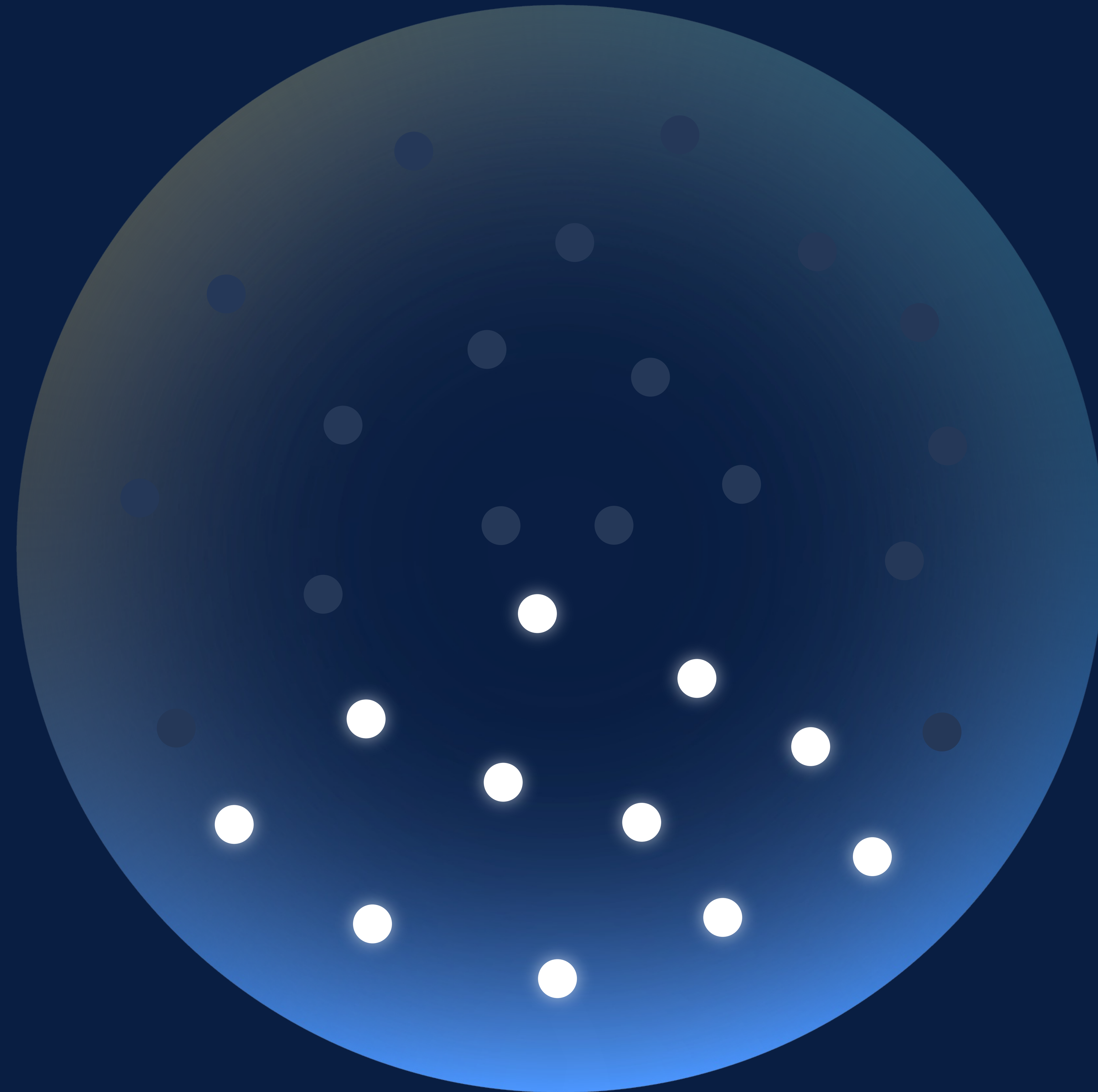
Transparency



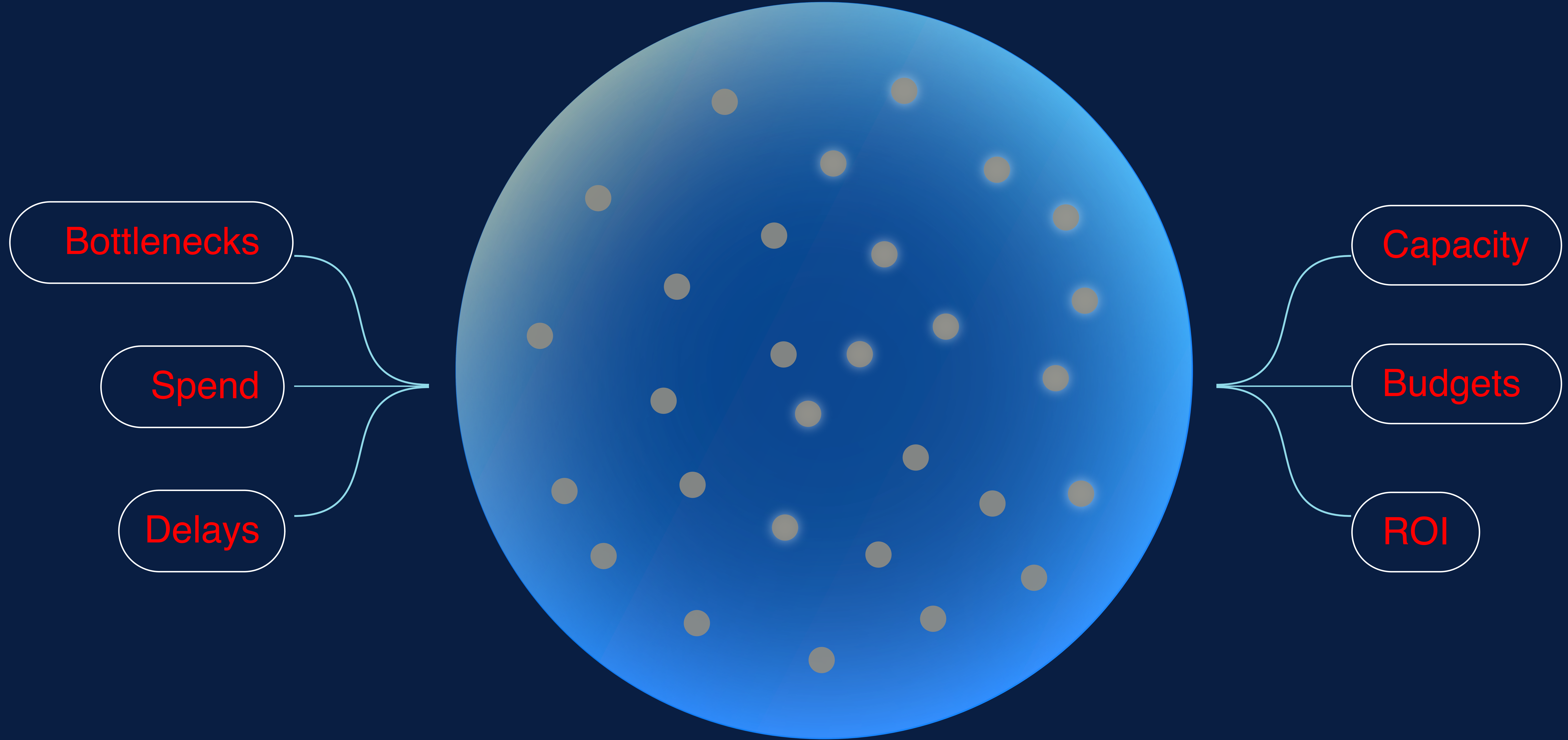
Traceability

Transparency

Traceability



Interoperability



Bottlenecks

Spend

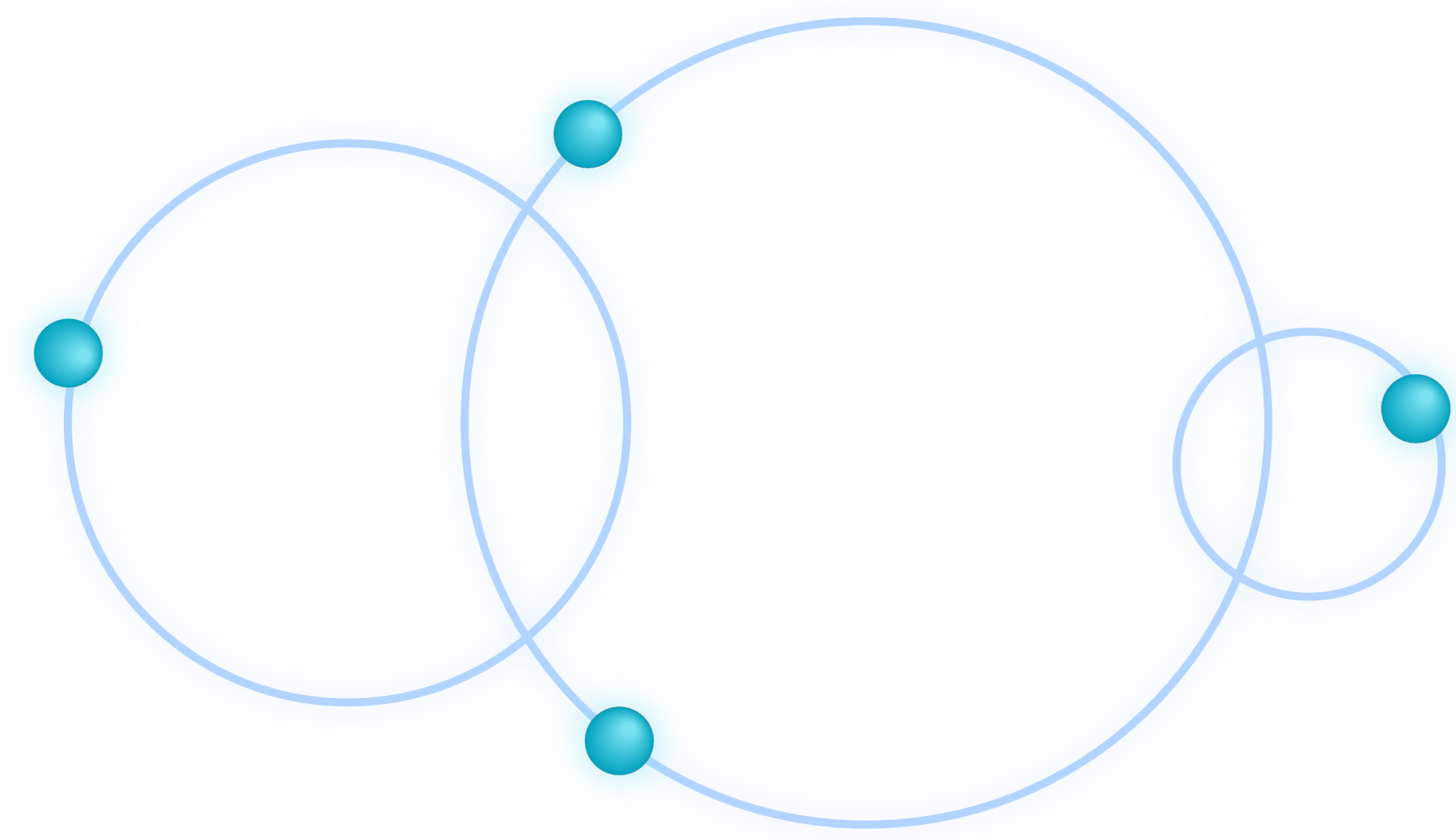
Delays

Capacity

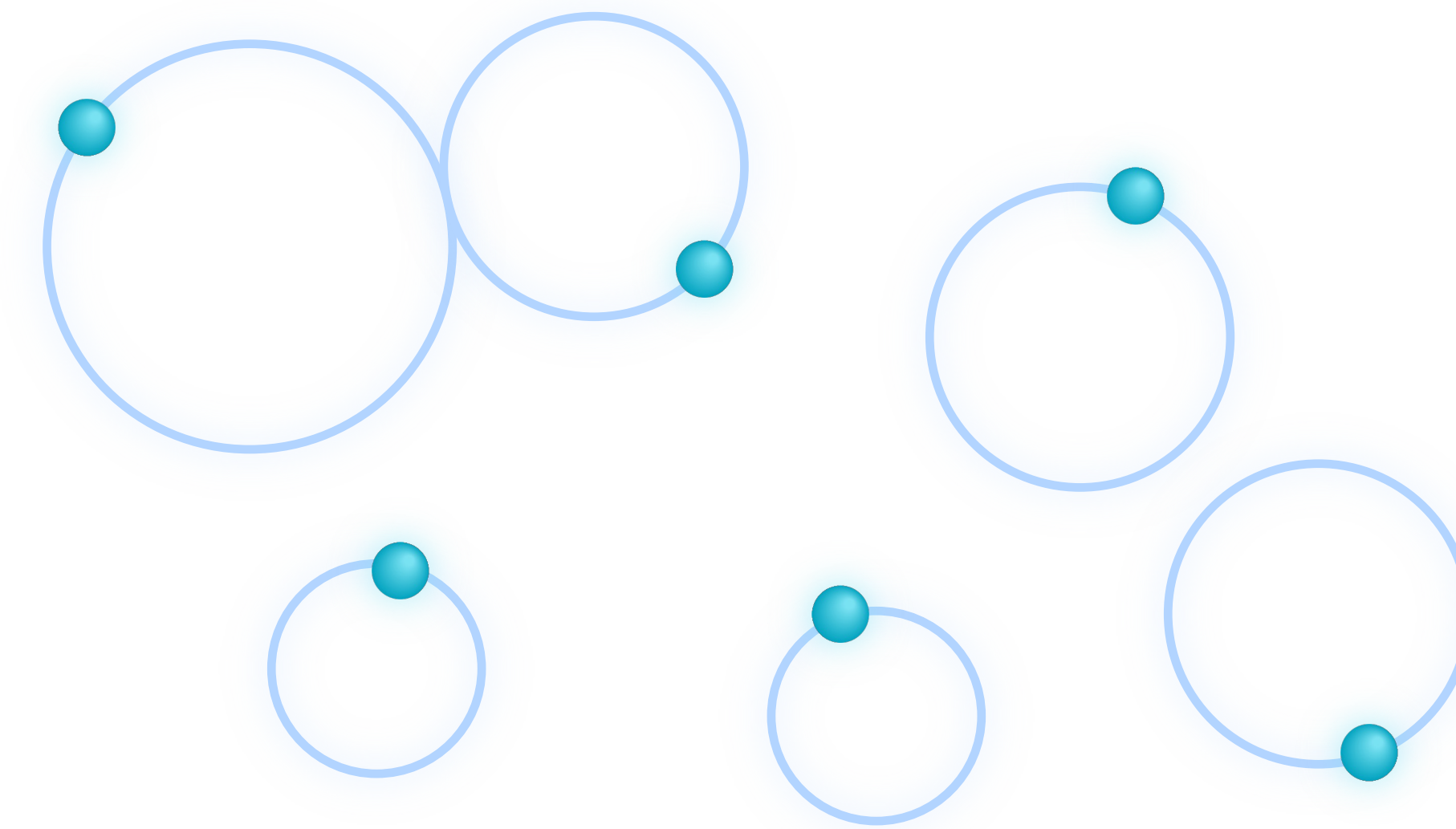
Budgets

ROI

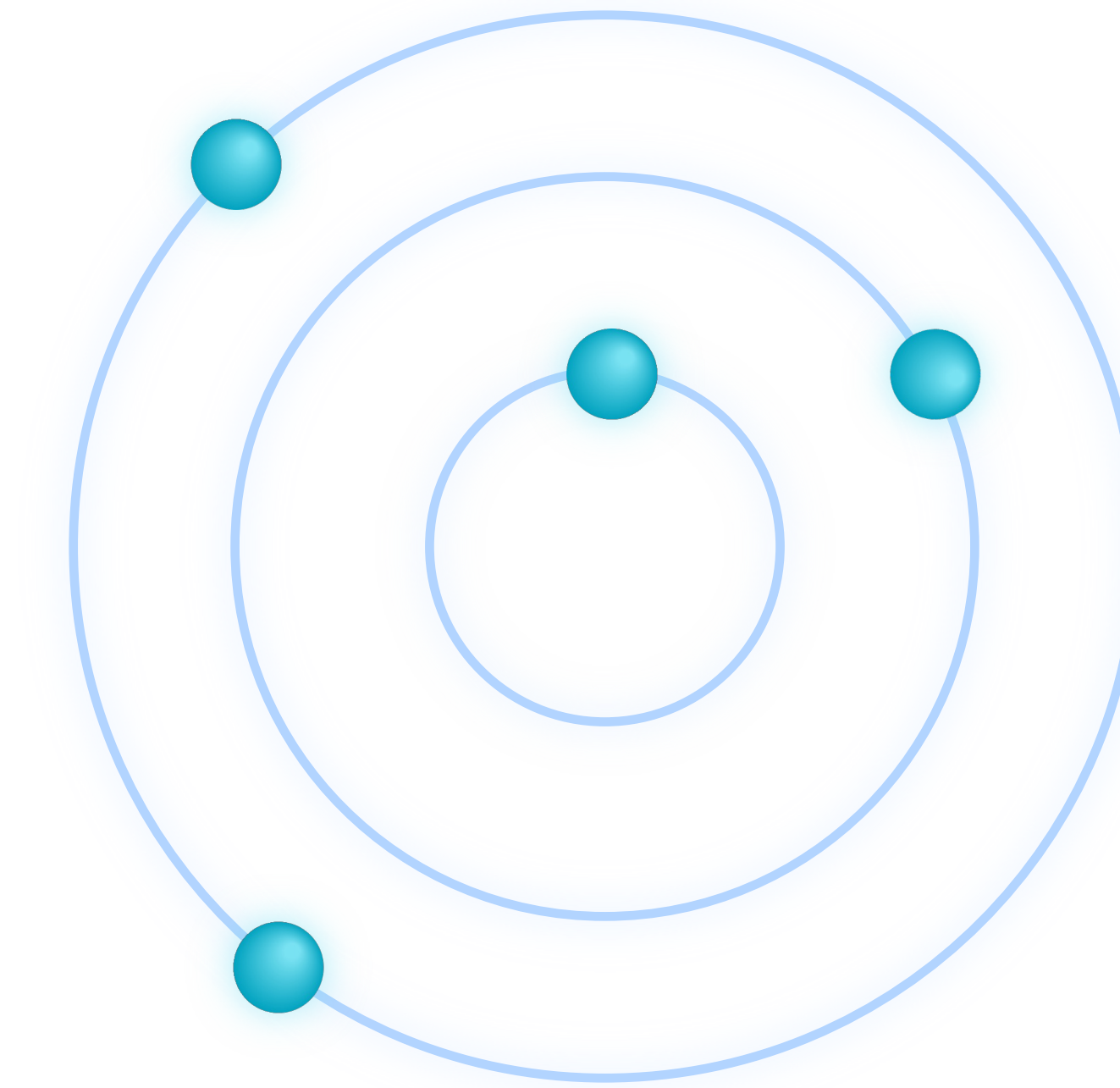
THE CONNECTED ENTERPRISE



All teams
working together



They operate with
autonomy



Those teams are
aligned

BENEFITS

Improve quality
and speed to
market

Design &
automate digital
workflows

Attract and retain
talent with
modern solutions

Connect technical
and non-technical
teams

Streamline
collaboration and
workflows

Gain insights to
improve decision
making

How do we
*harness the power
of cloud digital transformation*
and enable new ways of
working

One connected platform for teamwork



Transparency
Discovery



From ideas to meaningful value, build what matters

- Prioritize and plan in one place
- Get everyone on the same page
- Align ideas to goals
- Lean Backlog

The screenshot displays the 'Appreciation app' interface for a 'Discovery project'. The main area is titled 'All ideas' and features a table of ideas with columns for 'Summary', 'Goal', 'Priority score', 'Strategic value', and 'User impact'. The table is sorted by 'Priority score' in descending order. The left sidebar contains navigation options like 'All ideas', 'Impact assessment', 'Impact vs Effort', 'Roadmap', 'Plan', 'Delivery', 'Archive', and 'Project settings'. The top right includes user avatars, 'Comment', 'Share', and 'About' buttons, and a search bar.

<input type="checkbox"/> Aa Summary	<input type="checkbox"/> Goal	<input type="checkbox"/> Priority score ↓	<input type="checkbox"/> Strategic value	<input type="checkbox"/> User impact
<input type="checkbox"/> Improve discoverability of configuration options	Increase CSAT	100	●●●●●	625
<input type="checkbox"/> Improve performance of sharing feature	Increase CSAT	78	●●●●●	543
<input type="checkbox"/> New integration with video resharing platforms	Differentiate	60	●●●●●	501
<input type="checkbox"/> Dashboards for non-tech users	Increase CSAT	55	●●●●●	287
<input type="checkbox"/> Improve evaluation and conversions	Conversions	34	●●●●●	434
<input type="checkbox"/> Video capabilities	Differentiate	27	●●●●●	300
<input type="checkbox"/> Emojis and reactions	Differentiate	23	●●●●●	100
<input type="checkbox"/> Enterprise data residency	Conversions	8	●●●●●	243
<input type="checkbox"/> Grow user base by partnerships	Expand	7	●●●●●	73
<input type="checkbox"/> Improve performance of the editor	Delight	0	●●●●●	0





AlphaOne - Mobile App



Owned by Caio Bailoni ...
Last updated: just a moment ago • 1 min read • 3 people viewed

What We Will Do...

Our industry is one of the most competitive and multi-faceted industries there is.

At Alpha TeleComm, we understand the nature of business and how difficult it can be to turn those leads into clients.

But never fear – we’ve got this.

We need a reliable, advanced, luxurious, easy-to-use, secure, and comprehensive mobile app.

A more professional great looking app that will inspire client confidence, Open communication, reliability, and professionalism

Increase in profit with included optional fees.

Faster turnaround from clients and better customer experiences

Navigation and editing toolbar with icons for undo, redo, text style (Normal text), bold, italic, list, link, image, table, and other tools. Includes user avatars, search, and Publish/Close buttons.

Marketing team / ... / GTM plan



Payments platform kickoff meeting

Press / to insert, space for Intelligence, or @ for people and teams

Recording

 Recording link

Transcript

[Participants: Grace Harris (Project Manager), Jie (Developer), Annika (Designer), Molly (Marketing), and Omar (Finance)]

Grace: Good morning, everyone. Welcome to our project kick off for the new payments platform. As you know, this is a critical project for our company and we need to work collaboratively to ensure its success. Sarah, could you please give us an update on the progress you've made so far?

Annika: Yes, sure. We've completed the initial design and we're now working on the development phase. I've created a detailed timeline for the development, which I've shared with Alex.

Grace: That's right. Based on the timeline, we've created some initial designs for the user interface. I've also shared some design concepts with Rachel, so she can begin thinking about the marketing strategy.

Omar: Yes, I've seen the designs and they look great. We're going to need to work closely together to ensure that the marketing strategy is in line with the design and the overall goals of the project.

Jie: Absolutely. I've been crunching the numbers and we'll need to keep a close eye on the budget. We'll need to make sure that we're allocating resources effectively and making the most of our budget.

Discovery



Traceability

Delivery

Transparency and Traceability aligned with Execution

- Establish a single source of truth
- Let developers focus on code
- See across your toolchain
- Developer Experience

The screenshot displays the Jira interface with a modal window titled "Development APH1-58" open. The modal window has a dark background and contains the following elements:

- Header:** "Development APH1-58" with a "Give feedback" button and a close icon.
- Navigation:** "Branches", "Commits", "Pull requests", "Builds", "Deployments" (selected), "Feature flags", "Other links", and "BETA".
- Section:** "Connect your deployment information".
- Integration Cards:**
 - Bitbucket Pipelines for Jira:** Includes a "STAFF PICK" badge, the Bitbucket logo, a description: "Connect Bitbucket Pipelines to Jira Software and get visibility into build and deployment information from Jira", and "6.7k downloads".
 - GitHub for Jira:** Includes a "STAFF PICK" badge, the GitHub logo, a description: "Integrate GitHub with Jira for smooth development workflow by tracking branches, PRs, commits, builds &...", and "142.1k installs".
 - Jenkins for Jira (Official):** Includes a "STAFF PICK" badge, the Jenkins logo, a description: "Connect your Jenkins server to Jira Software Cloud for more visibility into your development pipeline", and "7.7k installs".
 - GitLab for Jira Cloud:** Includes the GitLab logo, a description: "View GitLab activity from Jira Cloud", and "36.5k installs".
 - CircleCI for Jira:** Includes the CircleCI logo, a description: "See issue progress at a glance by adding build + deploy status from CircleCI to Jira", and "Build management, Continuous integration, ...".
 - Octopus Deploy for Jira:** Includes the Octopus Deploy logo, a description: "Tighten the feedback loop in your CI/CD pipeline from issue creation through to release by integrating Octopus Deploy...", and "Continuous integration, Deployments".

Mobile Software project

PLANNING

Roadmap

Backlog

Board

Reports

Issues

DEVELOPMENT

Code

Releases

OPERATIONS

Deployments

On-call schedule

Projects / Website Relaunch / AND-120 / AND-231



Implement mobile sign-up with Google and Facebook in iOS

Attach Add child issue Link issue

Normal text B I A [list icons] [media icons] +

For this feature, users need to be able to sign up to the app using their Google or Facebook accounts. We will need to ensure this is tested with the last three supported versions of iPhones and the corresponding operating systems.

Press / to insert, space for Intelligence, or @ for people and teams

Save Cancel

Activity

All Summary Comments History

Newest first

[profile] Add a comment...

Pending Actions

Details

Assignee Unassigned

Development Create branch

Create commit

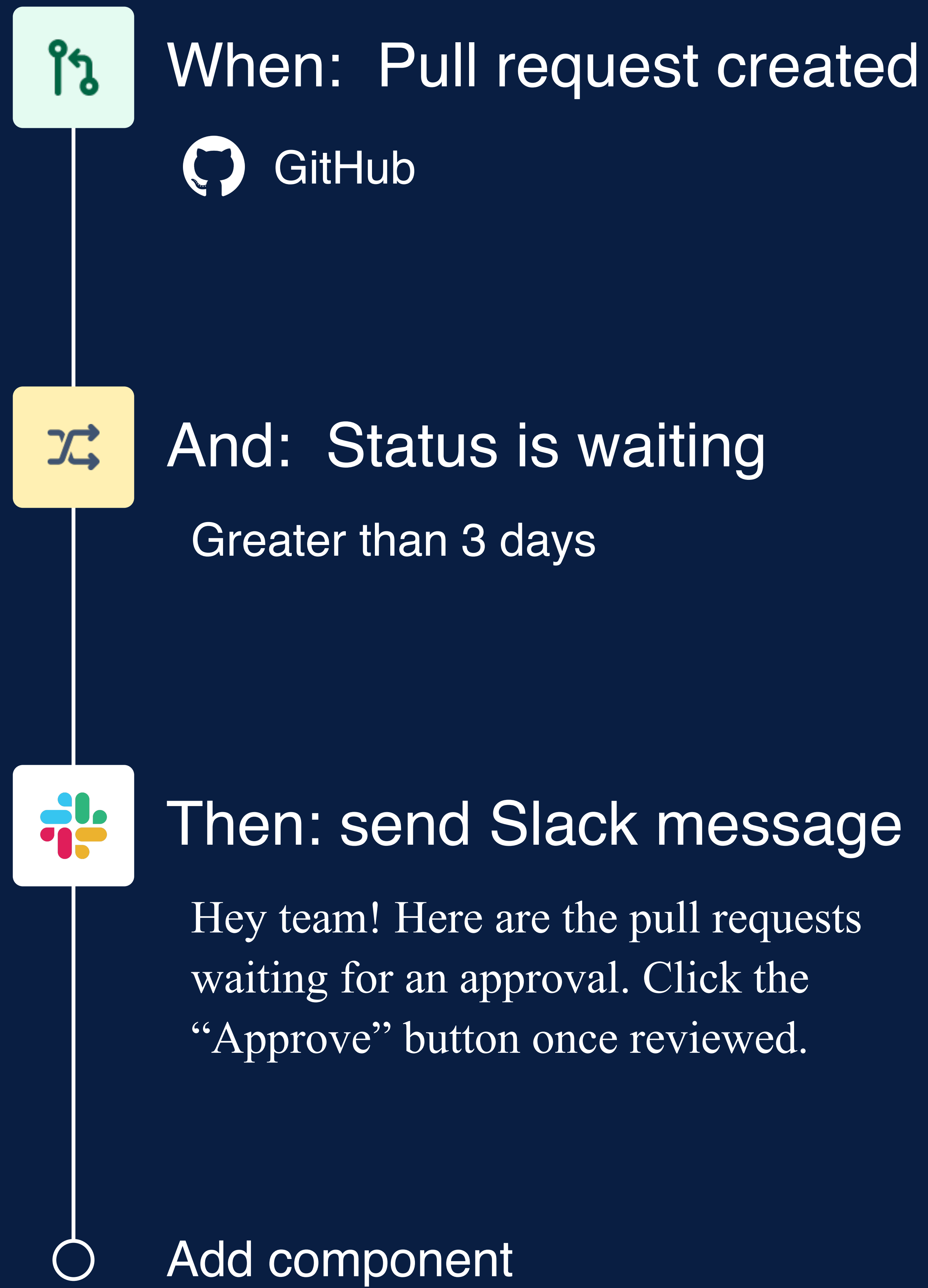
Labels payment platform

upgrade frontend

Reporter Jie Yan Song

Issue created last week
Last updated today

Automation



Banc.ly

my-team-channel

Hey there, what's left to do on the roadmap.

1 reply Today at 12:31 PM

Fran Perez 11:57AM
👋 Are we joining standup??

Automation for Jira APP 12:00PM
Hey Team! Here are the pull requests waiting for an approval. Beware of the Cone of Shame if any pull requests go over 3 days without an approval!

<https://github.com/bancly/payments/pulls/14148>

PR-14148: PD-fonts-service-stream
Tests Running • 1 commit by jwu • View PR in GitHub

<https://github.com/bancly/payments/pulls/16327>

PR-16327: PD-security-auth-check
Tests Running • 3 commits by rajuni • View PR in GitHub

Message #my-team-channel

Track your software architecture at scale

- Get information faster
- Measure health
- Establish good practices
- Fast Onboard

The screenshot shows the Compass dashboard for a 'Mobile application' service. The interface includes a navigation menu on the left, a main content area, and a right-hand sidebar with team and repository information.

Navigation: Home, Components, Teams, Health, Apps, Create

Service Overview: Mobile application Service (Active, Tier 1)

Description: This service decides which requests are allowed access to the Mobile application API gateway. All documentation for Mobile application is held in ca-proxy as Mobile application is a hard dependency for ca-proxy. It enables ca-proxy to do ASAP authentication.

Labels: APAC, Payment platform, Private, Client, Mobile

Activity: A timeline view for 30 Nov showing health status at various times: 20:00 (Passing), 22:00 (Passing), 00:00 (Failing), 02:00 (Failing), 04:00 (Failing), 06:00 (Failing), 08:00 (Passing), 10:00 (Failing), 12:00 (Failing), 14:00 (Failing), 16:00 (Failing).

Scorecards:

- Operational Health: 40% FAILING
- Service metadata: 100% PASSING

Metrics:

- Deployment Frequency: 29.25 deploys / week
- Unit test coverage: 71.4 %

Right-hand Sidebar:

- Owner team: Identity Team (+3)
- Chat Channels: #pay-team-channel
- On call: (+)
- PagerDuty: Mobile application
- On-call now - Level 1: Taha kandemir (June 27, 2022 at 04:00 PM - July 4, 2022 at 04:00 PM)
- Repositories: Bancy-auth (Last commit 4 days ago)
- Projects: Auth Frontend
- Documentation: Auth runbook, Vegastars and Objectives & Key Results..., Next steps : Planning
- Dashboard: App screens for Bancy Auth

Track your software architecture at scale

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- Establish good practices
- Fast Onboard

The screenshot displays the Compass application interface. The top navigation bar includes 'Compass', 'Home', 'Components', 'Templates', 'Teams', 'Health', 'Apps', and a 'Create' button. A search bar and notification icons are on the right. The left sidebar lists navigation options: 'Alpha One Mobile Application', 'Overview', 'Announcements', 'Activity', 'Dependencies', 'Issues', and 'Config-as-code'. The main content area shows the 'Alpha One Mobile' application details, including its status as 'Active' and 'Tier 4', a description, labels for 'ios', 'mobile', and 'production', and an activity timeline for '13 Oct PM'. Below the activity are three scorecards: 'Application readiness' (100% PASSING), 'Service readiness' (100% PASSING), and 'Capability Scorecard' (50% NEEDS ATTENTION). The right sidebar contains sections for 'Owner team' (M-Wizz), 'Chat channels' (Slack), 'On-call schedules' (Alpha One Nightwatch, Alpha DevOps_schedule), 'On-call now' (John Meier), 'Repositories' (Bitbucket), and 'Projects' (Alpha One Jira Project).

Discovery

Delivery



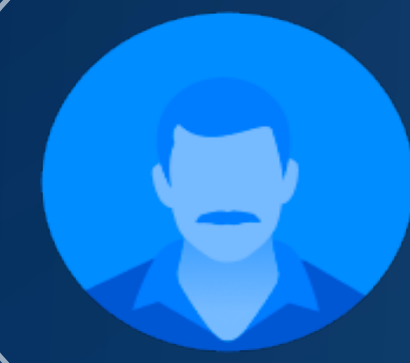
Interoperability

Operations

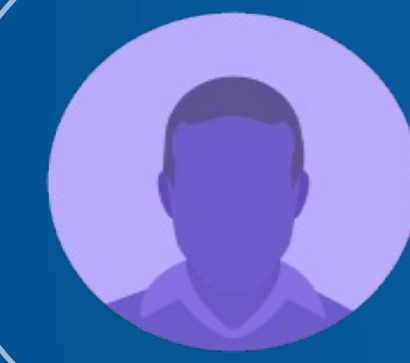
Bring your build-it and run-it people together

- Accelerate dev and ops with high-velocity ITSM
- Delivery of faster services to your teams
- Asset Discovery
- Low – Code / No – Code

The screenshot displays the Jira Service Management interface for a change request. The browser address bar shows 'bitbucket.org'. The navigation bar includes 'Jira Service Management', 'Your work', 'Projects', 'Filters', 'Dashboards', 'People', 'Insight', 'Apps', and a 'Create' button. A search bar is on the right. The left sidebar shows the 'IT Service project' and a 'Changes' list with categories: 'All changes' (33), 'Open changes' (10), 'Awaiting approval' (11), and 'Closed changes' (12). The main content area shows a change request for 'IT-455' titled 'Auto load balance update on access services'. It was raised by Crystal Wu via Automation. The description includes 'Pipeline #863', 'Repository: Identity platform', 'Branch: master', and 'Environment: production'. The impacted service is 'User access', with a description: 'Responsible for external transfers and inter bank to bank transfers.' The status is 'IMPACTED', the tier is 'Tier 1', and the incident responders are the 'Identity team'. The change risk is 'HIGH'. On the right, the status is 'Awaiting approval', and there is an 'Approve' button. Below this, it says '1 more approval needed to proceed' with the assignee 'Dante Darboe' and reporter 'Crystal Wu'. The request type is 'Change request' and the priority is 'Major'. A 'Show 8 more fields' link is visible at the bottom of the right sidebar. The creation and update timestamps are 'Created Nov 12, 2022 12:39 PM' and 'Updated Nov 12, 2022 12:52 PM'.



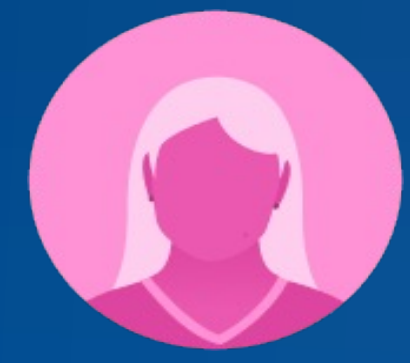
How do I get an NDA?



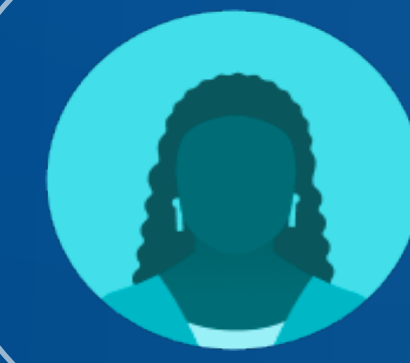
I can't connect to the office network



I need an editor license for Figma.



How much leave can I take?



Can I bring my dog to the office?



Spilt coffee on my laptop. I need a new one.



Bancly ▾



- Threads
- Mentions & reactions
- Saved items
- More

Channels

- # help
- # team-marketing
- # team-frontend
- # project-swiftpay
- # project-fairydust

Direct messages

- Eva Lien
- Hasana Ajayi
- Omar Darboe
- Molly Clark
- Andres Ramos

Help

get the below error - can you please advise how i can get this resolved?

12 replies Yesterday at 20:08

Omar Darboe 2 hours ago
Hello, when porting my phone data over to a new device (old device doesn't power on anymore) I have everything setup and working as well as Posture stating my device is compliant, but then today I got the "your device is not compliant due to not connecting to Workplace One for 7 days". The new device in Hub shows as compliant, device entry in posture (with the same serial number as stated in the email) is marked as compliant... What else do I need to do in this case?

9 replies Last reply today at 8:14

Crystal Wu 1 hour ago
Hey team, is it possible to get a M1 laptop charger on level 22 in the 363 building?

12 replies Last reply today at 8:43

Fran Perez 25 minutes ago
Hi team, please can I get help removing an app from a private channel? Thanks so much 😊

4 replies Last reply today at 9:24

Jane Rotanson 9:32
Hey there, I've just joined the design team and need to get setup with some software access

1 reply Last reply today at 9:33

Message # help

+ | 🗨️ | 🎤 | 😊 | @ | Aa

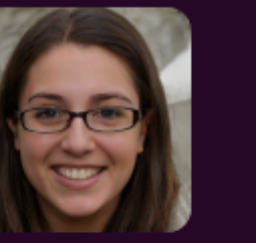
Thread # help



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Reply...

+ | 🗨️ | 🎤 | 😊 | @ | Aa



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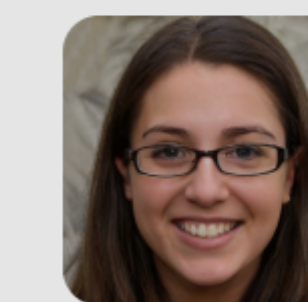
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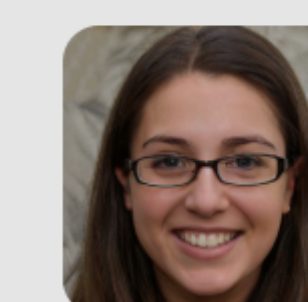
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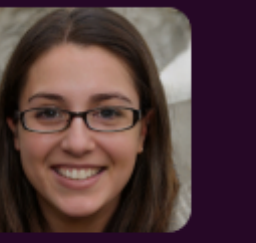
 **Charlie** APP 9:34
Which tools do you need access to? Most members on the design team use either Figma or Adobe Creative Suite.

 **Jane Rotanson** 9:35
Just Figma please

 **Charlie** APP 9:36
Okay great. Do you need Editor or Viewer access?

 **Jane Rotanson** 9:37
Editor

 **Charlie** APP 9:38
Okay perfect! I can run a script to grant you this access. Won't be long.



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Figma.

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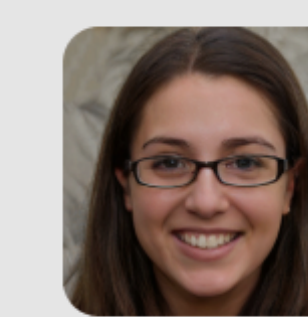
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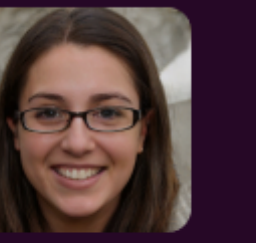
Editor

 **Charlie** APP 9:38

Okay perfect! I can run a script to grant you this access. Won't be long.

 **Charlie** APP 9:41

You should now have access to Figma. You can log in at figma.com using your Banc.ly credentials.



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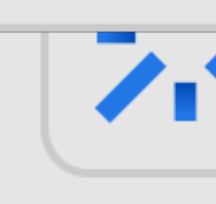
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 **Jane Rotanson** 9:42
Thank you!

IT Support Service project

Queues

Raise a request

KNOWLEDGE

Knowledge base

Reports

CHANNELS & PEOPLE

Channels

Customers

Projects / IT Support / AND-231



Spilt coffee on laptop, need a new one

Add subtask Link issue ...

Aarya Kim raised this request via Slack

Activity

All Summary Comments 15 History Newest first

Molly Clark 14 Mar Thank you for trying that @aarya I'll take a look at what else we can do.



Aarya Kim 14 Mar I've looked into the guide you've sent for removing the keyboard to see if that dries out - it still isn't booting up at all. Anything else we can do? this is getting urgent.



Molly Clark 14 Mar Okay, sorry to hear that didn't work. Another thing you can try is to detach the laptop keyboard and leave it out for half a day. Instructions for how to do this is here: Guide to detaching whiteboards Happy to jump on a video call if you need a hand. Let me know you you go!



Aarya Kim 14 Mar Hey @molly just finished the steps in that guide, but unfortunately still unable to get the laptop to start



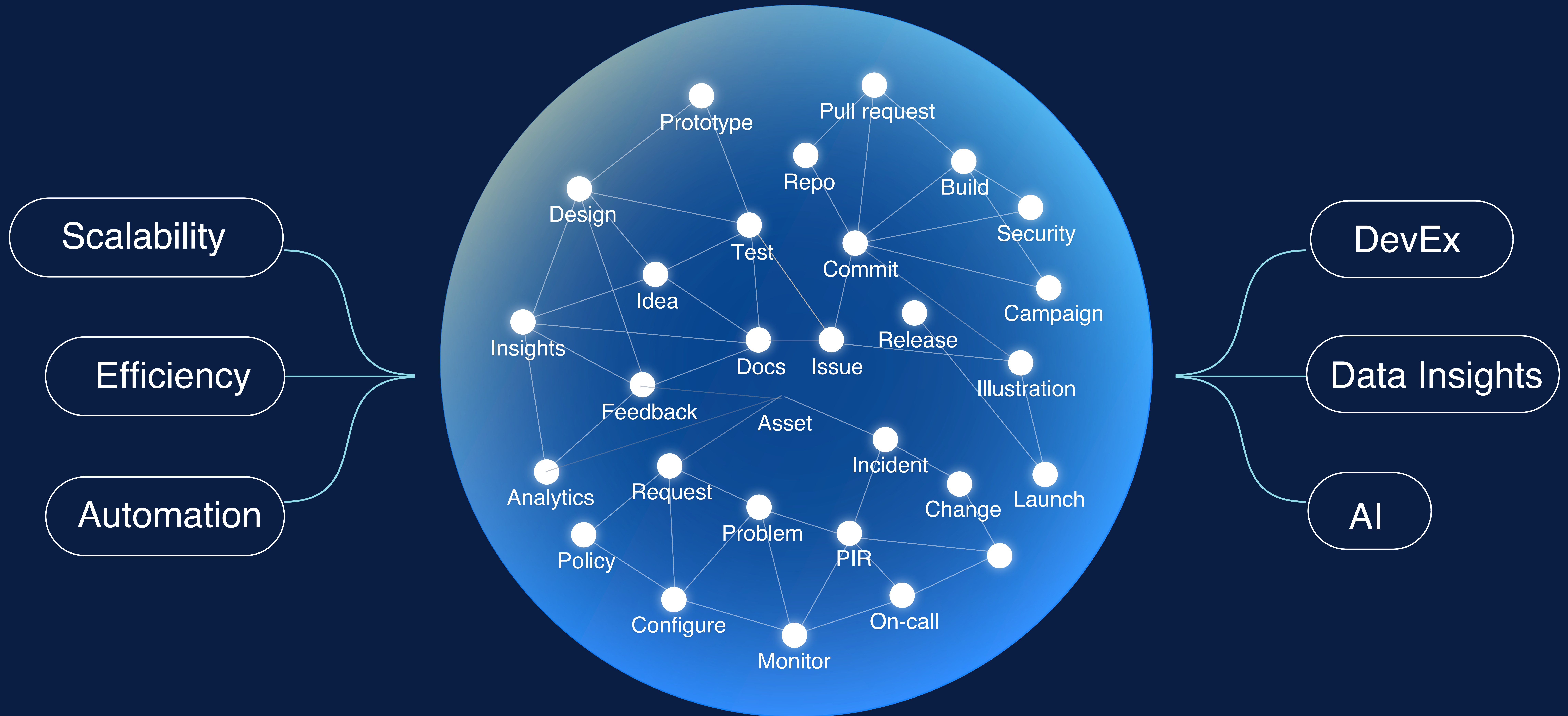
Pending Actions

SLAs

Table with 2 columns: Time (2h 52m) and Description (Time to first response, Time to resolution)

Details

Table with 2 columns: Field (Assignee, Reporter, Priority, Knowledge, Labels) and Value (Omar Darboe, Aarya Kim, Major, 3 Articles, iOS MDM)



Work at scale and build alignment across teams

Get real-time visibility

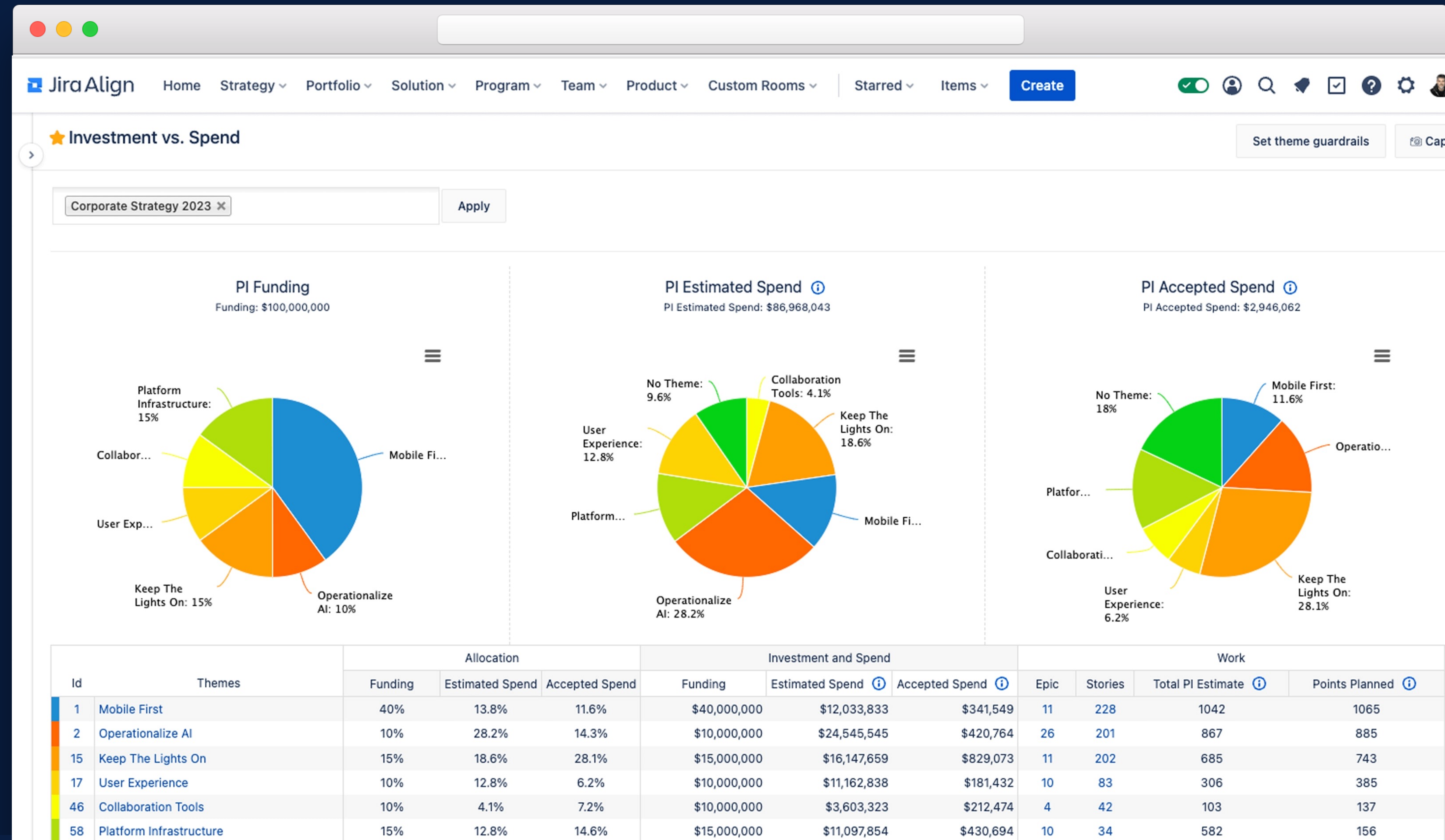
Aggregate work across teams in your organization and see progress toward top-business goals in real time

Streamline delivery

Get everyone on the same page, uncover roadblocks, manage dependencies, and streamline flow across teams and portfolios

Optimize for customer value

Connect your investments with customer value to ensure you're placing the right bets



NEW!

Get instant insights and key metrics (e.g. DORA and flow)

Visualize data across your tools

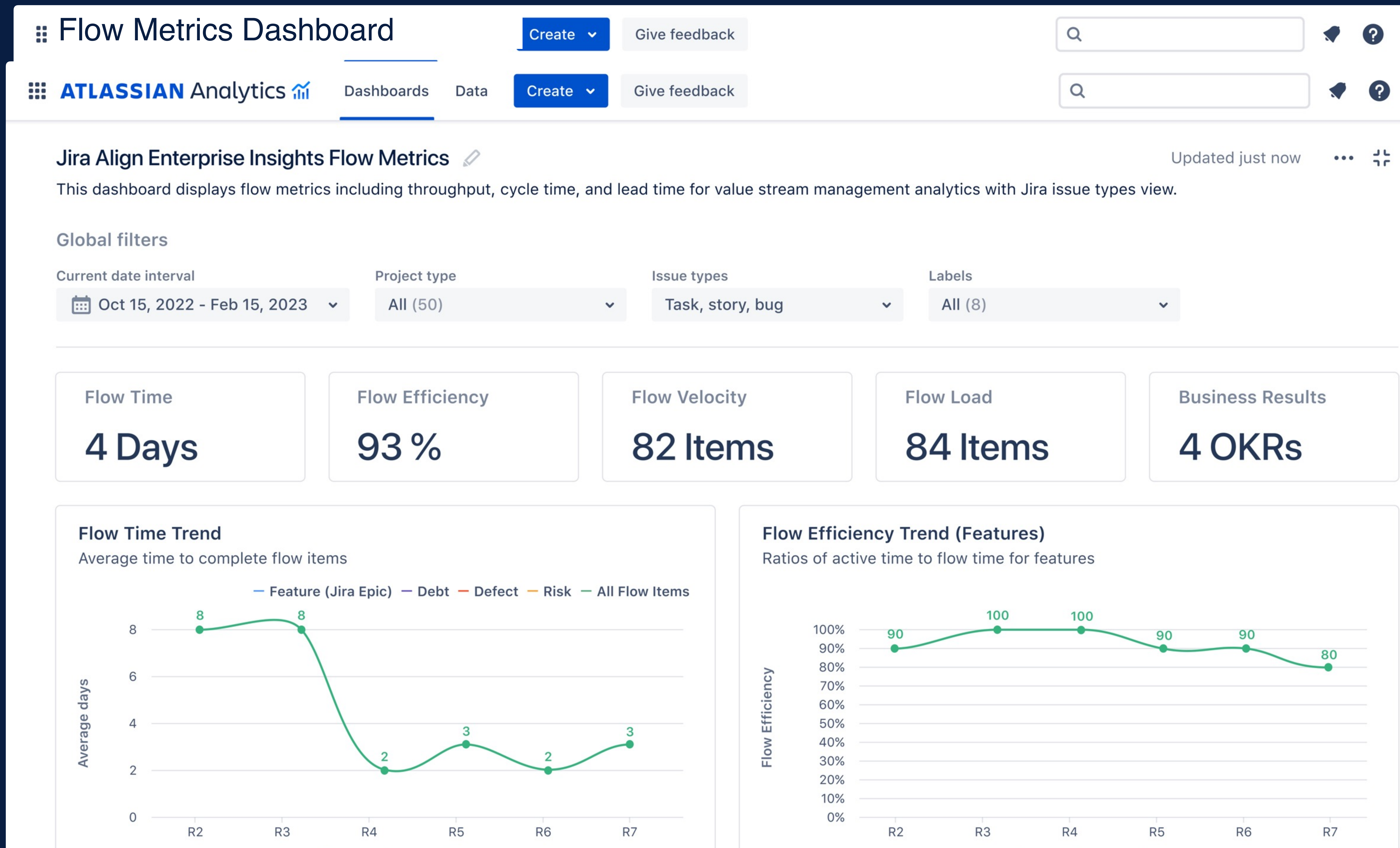
Connect Atlassian Analytics to all your Atlassian and third-party tools and create dynamic charts and dashboards that update in real time

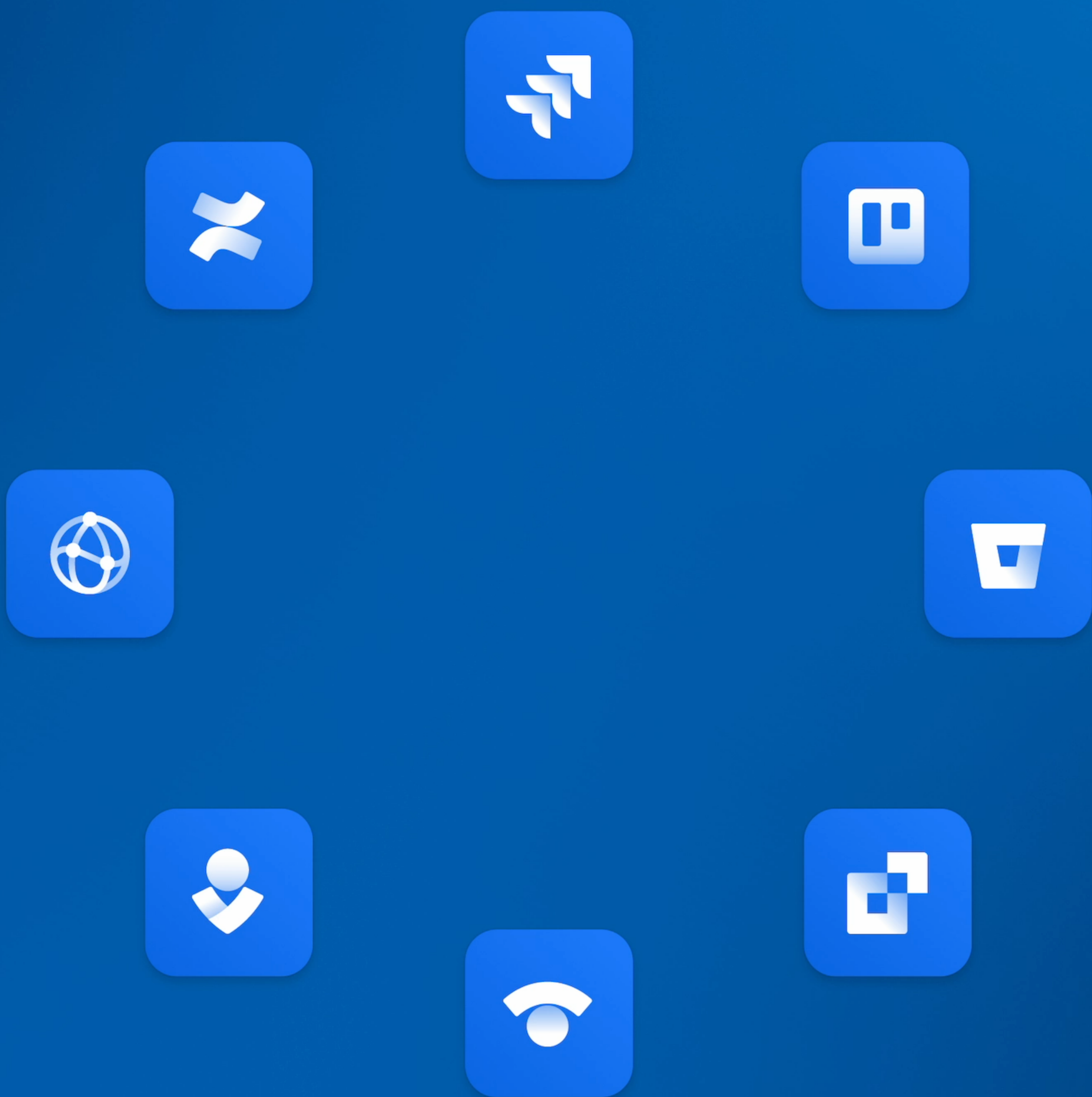
Use starter dashboards or build your own

Get key dev metrics like DORA and flow metrics with starter dashboards — or build your own without any code

Embed charts and dashboards anywhere

Add up-to-date charts and dashboards anywhere in the Atlassian platform — Confluence pages, Jira issues, and more





Solutions

Agile &
DevOps

IT Service
Management

Work
Management

Experiences



Intelligence



Analytics



Automation



Collaboration



Administration

Data Management

Infrastructure

Extensibility

Atlassian platform



Thank you